

PART TWO
OPERATIONS SECTION

CONTENTS

GENERAL INFORMATION	O-3
Purpose.....	O-3
Overview	O-3
Objectives	O-3
Concept of Operations	O-3
Section Activation Procedures	O-4
 OPERATIONS SECTION STAFF	 O-5
 COMMON CHECKLISTS	 O-7
 SEMS/NIMS ORGANIZATION CHART	 O-10
 OPERATIONS SECTION POSITIONS AND DUTIES	
Operations Section Chief	O-11
Fire Branch	O-14
Police Branch	O-17
Care and Shelter Branch	O-22
Public Works Branch	O-25
Building & Safety Branch.....	O-29
 SUPPORT DOCUMENTATION.....	 OS-1

OPERATIONS SECTION GENERAL INFORMATION

PURPOSE

To respond to emergencies by carrying out coordinated operations based upon the EOC Action Plan. It is the policy of this Section that the priorities of responses are to be:

- protect life, property and environment
- carry out objectives of the EOC Action Plan
- ensure coordinated incident response
- cooperate with other sections of the City's emergency response team
- maintain a positive image for the City in its dealings with the community

OVERVIEW

The Operations Sections primary responsibility is to manage the operations of various response elements involved in the disaster/emergency. These elements may include:

- **Fire:** Fire/Rescue/Hazardous Materials/Emergency Medical Services/Environmental Preservation
- **Police:** Coroner/Law Enforcement/Investigations/Security
- **Public Works:** Street, Traffic, Utilities, Solid Waste, Waste Water, Parking, Facility and Vehicle Maintenance
- **Building and Safety:** Building Damage and Safety
- **Care and Shelter:** Care and Shelter, Trees, Parks

OBJECTIVES

The Operations Section is responsible for coordination of all response elements applied to the disaster/emergency. The Operations Section carries out the objectives of the EOC Action Plan and requests additional resources through channels as needed.

CONCEPT OF OPERATIONS

The Operations Section will operate under the following policies during a disaster/emergency as the situation dictates unless specified otherwise:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental fiscal operating procedures will be adhered to unless modified by City Council or Director of Emergency Services (EOC Director).
- All on-duty personnel are expected to remain on duty until properly relieved of duty.
- Off-duty personnel will be expected to return to work in accordance with their regular schedule or as otherwise directed by the Director of Emergency Services (EOC Director) or appropriate supervisor.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational Periods will normally change at 6:00 a.m. and 6:30 p.m. Operational Periods should be event-driven.

SECTION ACTIVATION PROCEDURES

The Director of Emergency Services (EOC Director) or their designee is authorized to activate the Operations Section.

When to Activate

The Operations Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the Director of Emergency Services (EOC Director).

Where to Report

EOC responders shall report to the Primary EOC location unless otherwise directed.

When to Report

As directed.

OPERATIONS SECTION STAFF

The Operations Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches/units. The following branches/units may be established as the need arises:

- Fire Branch
- Police Branch
- Care and Shelter Branch
- Public Works Branch
- Building and Safety Branch

The Operations Section Chief may activate additional units as necessary to fulfill an expanded role (e.g. coroner, medical, water unit).

Operations Section Chief

The Operations Section Chief, a member of the Director of Emergency Services (EOC Director)'s General Staff, is in charge of coordinating all City emergency response operations via implementation of the EOC Action Plan. The Operations Section Chief is responsible for understanding the current situation; establishing priorities; predicting probable resource needs; preparing alternative strategies for procurement and resources management; and coordinating all requests for mutual aid and other operational resources.

Fire Branch

The Fire Branch is responsible for coordinating personnel, equipment and resources committed to the fire, field medical, search and rescue, and hazardous materials elements of the incident. The Fire Branch is also responsible for managing personnel, equipment and resources to provide the best patient care possible and coordinating the provision of public health and sanitation. In addition, this Branch will coordinate with the Los Angeles County Operational Area for appropriate Medical/Health/Hazmat response.

Police Branch

The Police Branch is responsible for alerting and warning the public; coordinating evacuations; enforcing laws and emergency orders; establishing safe traffic routes; ensuring that security is provided at incident facilities; ensuring access control to damaged areas; ordering and coordinating appropriate mutual aid resources; and assuming responsibility for the Coroner function in the absence of the Los Angeles County Coroner. In addition, the Police Department is in command of the Security Officer, who is responsible for the security of all EOC and disaster facilities and personnel access.

Care and Shelter Branch

The Care and Shelter Branch is responsible for opening and operating evacuation centers and mass care facilities in the City until, and if, the American Red Cross assumes responsibility; coordinating efforts with the American Red Cross and other volunteer agencies; and supporting the Personnel Unit in the care and sheltering of employees and their families. Once the American Red Cross has assumed responsibility for shelter operations, the Care and Shelter

Branch will work closely with and support the Red Cross and any other volunteer service agencies providing assistance to disaster victims.

Public Works Branch

The Public Works Branch is responsible for coordinating all Public Works operations, including: maintaining public facilities and vehicles, maintaining streets and streetlights, debris removal, water supply and distribution, waste and storm water, parking structures, surviving utilities and services, and restoring (or working with the appropriate utility company to restore) utilities that have been damaged or destroyed, as applicable.

Building and Safety Branch

The Building and Safety Branch is responsible for the evaluation and damage assessment of all city-owned and private structures that may have been damaged in an incident. The Building Official in the City of Beverly Hills is the ultimate authority in determining whether or not a building is inhabitable or safely accessible, and those orders will be enforced by the Police Department.

COMMON CHECKLISTS

1. ACTIVATION EOC

- ☐ Follow EOC Activation Procedures Manual found on back EOC wall and in each file drawer.

NOTE: If primary EOC is damaged, report to alternate EOC, Fire Department training room or Public Works lunchroom. Post signs.

2. ASSUME EOC JOB

- ☐ Set up your work station.
- ☐ Open WebEOC and check in.
- ☐ Put on appropriate vest. Print your name on the EOC organizational chart.
- ☐ Obtain preliminary report of the extent of damage. (Try to obtain a “big picture” of the situation and the status of the incident).
- ☐ Begin your WebEOC Activity or hard duty Log (Found on H Drive, EOC Forms or in the EOC storage room). Use other forms as required. Document all actions.
- ☐ Read position checklist. (EOC Position Checklists can be found in an Emergency Operations Plan, WebEOC and on the H Drive/Emergency Operations Plan, on nametag and small EOC checklist book).
- ☐ Ensure you have all needed equipment and supplies.
- ☐ Establish contact with department/field/ DOC/Department head or other appropriate staff and communicate that your branch is fully operational.
- ☐ Obtain briefing from whatever sources available. Verify all key EOC personnel have been contacted.
- ☐ Ensure all EOC functions within your section are staffed. You may have to serve multiple roles until additional assistance arrives.
- ☐ Review the responsibilities of the other positions in your section and within the EOC. Know where to get information and support.
- ☐ Clarify issues regarding assignment and authority.
- ☐ Establish/confirm procedures for:
 - i. Radio communications
 - ii. Computer and data systems
 - iii. Disaster accounting
 - iv. Finance
 - v. Resource requests
- ☐ Coordinate staffing to support 24-hour operations (if required). Plan for two 12-hour shifts per 24 hour per period if required.
- ☐ Develop and implement plan to support EOC and field operations.
- ☐ Respond aggressively to the emergency but consider safety in all actions.
- ☐ Be prepared to provide input for the EOC Action Plan, meetings or policy decisions.
- ☐ Maintain current status boards and displays in WebEOC that you are responsible for.
- ☐ Keep informed on situation and response priorities as established by the EOC Action Plan.
- ☐ Keep your supervisor advised of your status and activities, and on any problem areas that will require solutions.
- ☐ Anticipate potential situation changes; develop options for staffing and response.
- ☐ Request additional resources, as needed, through the Logistics Section or established ordering procedures.

- ☐ Carefully document information required for cost recovery.
- ☐ Use face-to-face communication whenever possible in the EOC; document decisions.
- ☐ Planning & Intelligence should ensure the City has completed required Operational Area (OARS) reports within 60 minutes of the EOC activation. (See OARS and ESCN Manual).
- ☐ Proclaim local emergency if necessary.
- ☐ Refer media contacts to PIO.

3. COMFORT

- ☐ Open Kitchen.
- ☐ Make coffee.
- ☐ Put out snacks.

4. EOC SHIFT CHANGE (OFFGOING)

- ☐ Brief incoming personnel and identify in-progress activities which need follow-up:
 - A snapshot of the current situation, including anything that has changed since your shift began.
 - Identification of in-progress activities and follow-up requirements
 - A copy of the most current EOC action-plan.
- ☐ Submit completed logs, time cards, etc. for your Section before you leave.
- ☐ Log out of WebEOC
- ☐ Determine when you should return for your next work shift.
- ☐ Leave contact information where you can be reached.

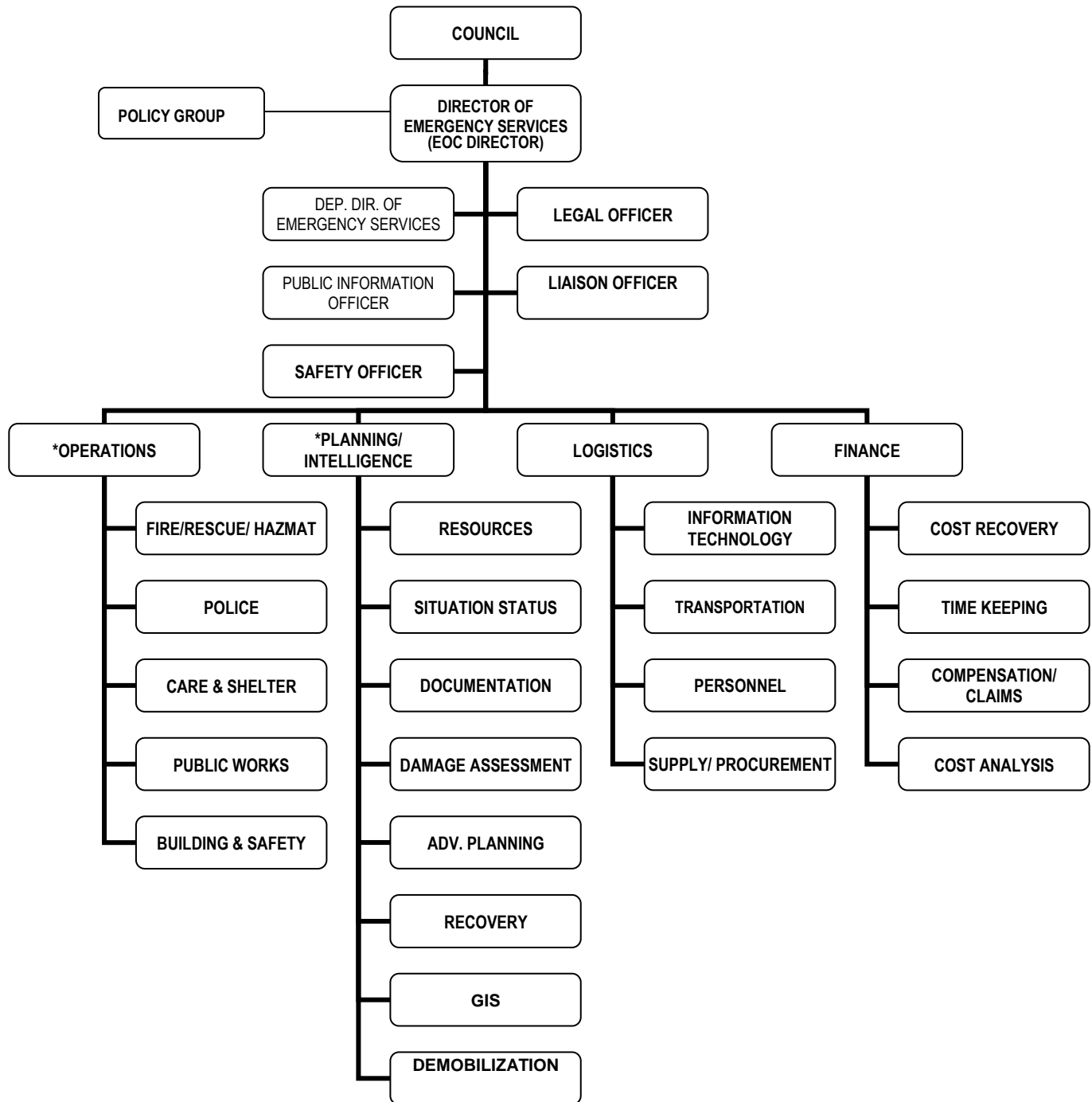
5. EOC SHIFT CHANGE (ONCOMING)

- ☐ Receive a full briefing on the current situation from the person you are relieving.
- ☐ Check-in with your supervisor.
- ☐ Sign in to WebEOC.
- ☐ Follow EOC activation guidelines as appropriate.
- ☐ Make sure you have received the most recent EOC Action Plan.

6. EOC DEACTIVATION CHECKLIST

- ☐ Authorize deactivation of sections, branches or units when they are no longer required.
- ☐ Be sure that all required forms or reports are completed prior to deactivation.
- ☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.
- ☐ Deactivate the EOC and close out logs.
- ☐ Return all supplies.
- ☐ Prepare proclamation for termination of the emergency, if applicable.
- ☐ provide input to the After-Action Report/Corrective Action Report (AAR/CAR)

SEMS/NIMS ORGANIZATION CHART



* If all elements are activated, a deputy may be appointed to provide a manageable span of control.

Field Units will be coordinating and communication with each of the Branches under the Operations Section. The Incident Command System will be used in the field.

OPERATIONS

OPERATIONS SECTION CHIEF (Incident Specific)

SUPERVISOR: Director of Emergency Services (EOC Director)

SECTION OVERVIEW:

The Operations Section Chief, a member of the Director of Emergency Services (EOC Director)'s General Staff, is in charge of coordinating all City emergency response operations via implementation of the EOC Action Plan. The Operations Section Chief is responsible for understanding the current situation; establishing priorities; predicting probable resource needs; preparing alternative strategies for procurement and resources management; and coordinating all requests for mutual aid and other operational resources.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

OPERATIONAL DUTIES:

Position Operational Duties

- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements:
 - Fire Branch
 - Police Branch
 - Care and Shelter Branch
 - Public Works Branch
 - Building and Safety Branch
- Carry out responsibilities of the Operations Section branches/units that are not currently staffed.
- Exercise overall responsibility for the coordination of units/group activities within the Section.
- Keep the Director of Emergency Services (EOC Director) advised of your status and activities, and on any problem areas that will require solutions.
- Identify potential policy issues and submit to Director of Emergency Services (EOC Director).
- Meet with other activated Section Chiefs as required.
- Participate in the Director of Emergency Services (EOC Director)'s action planning meetings.

- Establish and compile overall section objectives and submit to the Planning/Intelligence Section for inclusion in the EOC Action Plan.
- Evaluate the need for Psychological First Aid for all affected personnel, victims and bystanders. Arrange disaster mental health workers through the Personnel Unit of the Logistics Section.
- Provide situation and resources information to the Situation/Demobilization Unit of the Planning/Intelligence Section on a periodic basis or as the situation requires.
- Determine status of transportation system into and within the affected area in coordination with the Transportation Unit of the Logistics Section. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to appropriate Branches/Units.
- Ensure internal coordination between branch/unit leaders.
- Update status information with other sections as appropriate.
- Establish and maintain staging areas for incoming resources, in conjunction with Logistics Section as necessary.
- Anticipate your future support needs and forward to the Director of Emergency Services (EOC Director).
- Request additional resources, as needed, through the Logistics Section or established ordering procedures.
- Review major incident reports and additional field operational information that may pertain to or affect Section operations.
- Ensure all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- Authorize Mutual Aid requests before they are forwarded to Logistics to be placed. Coordinate Mutual Aid considerations with Director of Emergency Services (EOC Director) so an assessment of obligation and costs can be made.

Section Operational Duties

- Establish field communications with affected areas.
- Evaluate the field conditions associated with the disaster/emergency and coordinate with the Situation/Demobilization Unit of the Planning/Intelligence Section.
- Determine the need to evacuate and issue evacuation orders.
- Determine the need for In-Place Sheltering, evacuation and other public information, and issue notification orders through the Public Information Officer as appropriate. **(See Part Two, Operations Support Documentation-Shelter-In-Place.)**
- In coordination with the Situation/Demobilization Unit of the Planning/Intelligence Section, designate primary and alternate evacuation routes for each incident.
- Ensure the GIS Unit displays on maps the primary and alternate evacuation routes that have been determined for the incident.
- Identify, establish and maintain a mobilization center for Operations-related equipment and personnel. Authorize release of equipment and personnel to incident commanders in the field.
- Direct Operations Sections, Branches and Units to maintain up-to-date Incident Charts, Incident Reports and Branch specific maps. Ensure that only *active, essential* information is depicted on the charts and maps.
- Provide copies of the daily Incident Report to the Documentation and Resource Unit of the Planning/Intelligence Section at end of each operational period.

- Coordinate the activities of all departments and agencies involved in the operations.
- Determine resources committed and resource needs. Request and/or release resources as authorized by the Director of Emergency Services (EOC Director). Coordinate resources requests with the Logistics Section.
- Receive, evaluate and disseminate information relative to the Operations of the disaster/emergency.
- Provide all relevant emergency information to the Public Information Officer.
- Work closely with each Branch leader to ensure Operations Section objectives as defined in the current EOC Action Plan are being addressed.
- Ensure that intelligence information from Branch leaders is made available to the Planning/Intelligence Section.
- Ensure that unusual weather occurrences within the jurisdiction are reported to the National Weather Service (NWS).
- Coordinate with Building and Safety on building damage and animal care issues. Use Building and Safety to ensure all structures are safe before Operations Branches/Units enter.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (e.g. notification of any emergency expenditures).
- Review suggested list of resources to be released and initiate recommendations for their release. Notify the Documentation and Resource Unit of the Logistics Section.

OPERATIONS

FIRE BRANCH

SUPERVISOR: Operations Section Chief

BRANCH OVERVIEW:

The Fire Branch is responsible for coordinating personnel, equipment and resources committed to the fire, field medical, search and rescue, and hazardous materials elements of the incident. The Fire Branch is also responsible for managing personnel, equipment and resources to provide the best patient care possible and coordinating the provision of public health and sanitation. In addition, this Branch will coordinate with the Los Angeles County Operational Area for appropriate Medical/Health/Hazmat response.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

BRANCH OPERATIONAL DUTIES:

Fire Branch operational duties are divided into the following categories: General Operations, Emergency Medical Care, Public Health and HAZMAT, Rescue and Evacuation, and Chemical/Biological/Radiological/Nuclear/Explosive (CBRNE) Incidents.

General Operations

- Coordinate the prevention, control and suppression of fires and hazardous-materials incidents within the City. Assist neighboring communities as practicable.
- Provide fire protection and safety assessment of shelter facilities.
- Maintain contact with established DOC, if applicable, and the dispatch center to coordinate resource and response personnel.
- Direct field units to report pertinent information (casualties, damage observations, evacuation status, radiation levels, chemical exposures, etc.) as it is obtained.
- Keep field units briefed on the status of the emergency and response efforts.
- Report to the Operations Section Chief on field and tactical operations, in order to help set Fire Department priorities based on the nature and severity of the disaster.
- Assess the impact of the disaster on the Fire Department operational capacity.
- Report to the Operations Section Chief when:
 - significant events occur
 - the EOC Action Plan needs modification
 - additional resources are needed or surplus resources are available

- Review and approve accident and medical reports originating within the Fire Branch.
- Attend planning meetings at the request of the Operations Section Chief.
- Assist in the preparation of the EOC Action Plan.
- Coordinate outside agencies and companies that are providing additional resources.
- Organize and supervise Community Emergency Response Team (CERT) operations.
- If necessary, request mutual aid resources in coordination with the Operations Section Chief. Order all fire resources through the Area A Fire Mutual Aid Chief.
- Coordinate with the Logistics Section to provide vehicles, shelter, food, water, sanitation, and supplies to Fire Department personnel.
- Report to the Area A Fire Mutual Aid Chief on major problems, actions taken and resources available or needed.

Emergency Medical Care

- Assess medical casualties and needs, to include the number of injuries and/or deaths.
- Coordinate with the Care and Shelter Branch to establish medical care, and ensure assistance is given to those with access and functional needs at shelter facilities.
- Establish and operate first aid stations for emergency workers as required.
- Monitor and coordinate resources to facilitate tactical operations of triage, emergency medical care and treatment of the sick and injured resulting from the incident.
- Coordinate with the Los Angeles County Department of Health Services (LADHS) in the identification, setup and staffing of field treatment areas and Casualty Collection Points (CCP). LADHS is responsible for assigning medical staff to CCPs. **(See Part Two, Operations Support Documentation, CCP and FTS information.)**
- Obtain the status of local hospitals and facilities by coordinating with the LA County Operational Area via the West Hollywood Sheriff's Station EOC or Watch Commander.
- In conjunction with the Transportation Branch, coordinate transportation of injured persons to treatment areas.
- Provide continued medical care for patients who cannot be moved when hospitals, nursing homes and other health care facilities are evacuated.
- Coordinate with the LADHS the distribution of medications and other medical supplies to shelters or treatment areas as needed.
- Coordinate with the LADHS with the implementation of appropriate disease prevention measures (i.e., inoculation, water purification, pest control, inspection of foodstuffs and other consumables, etc).
- Coordinate with the Personnel Unit to obtain additional health/medical personnel.
- If the Medical/Public Health Branch of the Operational Area EOC has obtained assistance from the National Disaster Medical System (NDMS), coordinate local medical staff with NDMS responders.
- In conjunction with the Situation Status Unit, establish a patient tracking system.

Public Health and HAZMAT

- Assist in efforts to identify spilled substances, including locating papers and placards, and contact as required: County Health, CalOES, shipper, manufacturer, CHEMTREC, etc.
- Ensure that proper clean-up arrangements are made.
- Protect water sources and sanitary sewage systems from potential hazards.
- Identify sources of contamination and post as required.

- Coordinate the inspection of health hazards in damaged buildings.
- Alert all emergency responders, through Safety Messages, to the dangers associated with hazardous materials and fire.
- Coordinate preventive health services and other health-related activities with LADHS, Advise and coordinate with Public Works regarding general sanitation matters.
- Coordinate with LADHS if an outbreak is evident to outline medical prophylaxis and treatment measures and to develop or implement policies to prevent the spread of infectious disease or antimicrobial resistance which may include quarantine and isolation.
- Coordinate with Personnel Unit Section to obtain additional Public Health personnel.
- Act as Liaison with DHS for all City Departments regarding Public Health issues: communicable diseases, segregation of patients, quarantine, water quality, etc.
- Working with the PIO, disseminate health education to the public.
- Coordinate disease surveillance and detection, and epidemiological investigation.

Rescue and Evacuation

- Coordinate all search and rescue operations. Provide heavy equipment crews to assist in rescuing trapped persons.
- Assist Police with the direction and management of population evacuation; assist in evacuating non-ambulatory persons.
- Provide information on the disaster routes established within the EOC Action Plan to local hospitals, health care facilities, health care facilities, ambulance companies, etc.
- Determine if current and forecasted weather conditions will complicate large and intense fires, HAZMAT releases, major medical incidents and/or other potential problems.
- Coordinate with the Public Information Officer to disseminate information and warnings to the public, to include the locations of shelters, first aid facilities, Casualty Collection Points (CCPs), Field Treatment Sites, public health hazards and mitigation procedures.
- In the event of flooding, identify health facilities and critically fragile populations subject to flooding, and prepare to move people from those facilities.
- Coordinate with Building and Safety, who will work with Los Angeles County Animal Control, to remove and dispose of dead/injured animals.

Chemical/Biological/Radiological/Nuclear/Explosive (CBRNE) Incident:

- Identify patients and notify hospitals if contaminated or exposed patients are involved.
- Implement the Radiological Protection Procedures as needed. **(See Part Two, Operations Support Documentation – Radiological Protection Procedures.)**
- Provide support for radiation monitoring and decontamination operations. **(See Part Two, Operations Support Documentation.)**
- Ensure hospital/ambulance staff take appropriate measures to ensure that contamination from victims can be isolated. Ensure decontamination areas, treatment areas and a plan for crowd control has been instituted.
- Coordinate with LADHS to if you decide that an unusual event has occurred, review baseline criteria to assist with identifying the potential cause and the population that is at risk. Use bio-surveillance tools to assess for unusual epidemiological activity or disease outbreaks at emergency rooms, pediatricians, infectious disease doctors, veterinary clinics and activate the Epidemiological Plan if necessary.

OPERATIONS

POLICE BRANCH

SUPERVISOR: Operations Section Chief

BRANCH OVERVIEW:

The Police Branch is responsible for alerting and warning the public; coordinating evacuations; enforcing laws and emergency orders; establishing safe traffic routes; ensuring that security is provided at incident facilities; ensuring access control to damaged areas; ordering and coordinating appropriate mutual aid resources; and assuming responsibility for the Coroner function in the absence of the Los Angeles County Coroner. In addition, the Police Department is in command of the Security Officer, who is responsible for the security of all EOC and disaster facilities and personnel access.

The City of Beverly Hills is linked to the Los Angeles County Operational Area via OARRS, and through the West Hollywood Sheriff's Station:

West Hollywood Sheriff's Department

720 N San Vicente Blvd

West Hollywood, CA 90069

(310) 855-8850

Contact the on-duty Watch Commander if the EOC is not activated.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

BRANCH OPERATIONAL DUTIES:

Police Branch operational duties are divided into the following categories: Mobilization, Initial Response, Alerting/Warning the Public, Evacuation, Security, Coroner and Additional Actions in Response to Hazardous Materials, Air Crash, or Flooding/Dam Failure.

Mobilization

- Ensure that all on-duty Police and Public Safety personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Police and Public Safety personnel have been notified of callback status, and when they should report in accordance with current emergency procedures.
- Ensure that Police and Public Safety personnel have completed status checks on equipment, facilities, and operational capabilities.

- Alter normal patrol procedures, as necessary, to accommodate the emergency situation.
- Oversee the operation of amateur radio services working in support of the EOC.

Initial Response

- Working with the Building and Safety branch, ensure that field units begin safety/damage assessment survey of critical facilities.
- Notify West Hollywood Sheriff's Station EOC or their Watch Commander of status.
- Coordinate with the appropriate units of the Logistics Section for supplies, equipment, personnel, and transportation for field operations.
- Provide windshield surveys of damage, especially at designated critical facilities. Coordinate with Field Operations staff. Keep the Operations Chief informed of status.
- Establish a multi-purpose staging area as required.
- Maintain contact with established DOC's to coordinate resources and response personnel.
- Direct field units to report pertinent information (casualties, damage observations, evacuating status, radiation levels, chemical exposure, etc.) to the appropriate Operations Branch.
- Approve all EOC visits. (See EOC Visitation Policy in support documentation).

Alerting/Warning the Public

(See Part Two, Operations Support Documentation: Alert and Warning)

- Designate area to be warned and/or evacuated.
- Develop the warning/evacuation message to be delivered. At a minimum the message should include:
 - nature of the emergency and exact threat to public
 - threat areas
 - time available for evacuation
 - evacuation routes
 - location of evacuee assistance center
 - radio stations carrying instructions and details
- Check vacated areas to ensure that all people have received warnings.
- Coordinate all emergency warning and messages with the Director of Emergency Services (EOC Director) and the PIO. The Director of Emergency Services (EOC Director) will consider following dissemination methods:
 - notifying police units to use loudspeakers and sirens to announce warning messages
 - determining if helicopters are available and/or appropriate for announcing warnings
 - using AM Radio 1500, cable override system, Everbridge, cable TV, and local radio stations to deliver warning or emergency messages upon approval of the Director of Emergency Services (EOC Director)
 - using the Emergency Alert System (EAS) for local radio and television delivery of warnings. **(See Part Two, Operations Support Documentation: Alert and Warning)**
 - using volunteers and other city personnel as necessary to help with warnings (Request through the Logistics Section)
 - Ensure that dispatch notifies special facilities requiring warning and/or notification (i.e. city facilities, schools, hotels, etc.)

- Warn all non-English speaking, visually impaired and hearing impaired persons of the emergency situation/hazard by:
 - using bilingual employees whenever possible
 - translating all warnings, written and spoken, into appropriate languages
 - contacting media outlets (radio/television) that serve the languages you need
 - utilizing TDD machines and 9-1-1 translation services to contact the deaf
 - using pre-identified lists of disabled and hearing-impaired persons for individual contact
 - Using registry book to determine if there are additional populations that have access and functional needs that need to be considered.

Evacuation

- Implement the evacuation portion of the EOC Action Plan.
- Establish emergency traffic routes in coordination with the Public Works Branch, utilizing the County Operational Area Disaster Route Priority Plan.
- Coordinate with the Public Works Branch traffic engineering to determine capacity and safety of evacuation routes and time to complete evacuation.
- Ensure that evacuation routes do not pass through hazard zones. Identify alternate evacuation routes where necessary.
- Through field unit requests, identify persons/facilities that have special evacuation requirements; i.e. disabled, hospitalized, elderly, institutionalized, incarcerated etc. Check status. Evacuate if necessary. Coordinate with the Transportation Unit and the Logistics Section for transportation.
- Responsible for evacuation of access and functional needs population utilizing registry.
- Consider use of city vehicles if threat is imminent. Coordinate use of city vehicles (trucks, vans, etc.) with the Transportation Unit of the Logistics Section. Encourage the use of private vehicles if possible.
- Establish evacuation assembly points.
- Coordinate the evacuation of hazardous areas with neighboring jurisdictions and other affected agencies.
- Coordinate with Care and Shelter Branch to open evacuation centers.
- Establish traffic control points and provide traffic control for evacuation and perimeter control for affected areas.
- Place towing services on stand-by to assist disabled vehicles on evacuation routes.
- Monitor status of warning and evacuation processes.
- Coordinate with the Public Works Branch to obtain necessary barricades and signs.
- Establish unit under PD Branch to coordinate with Logistics for transportation for all populations including those with access and functional needs.

Security

- Enforce curfew and other emergency orders, as identified in the EOC Action Plan.
- Request mutual aid assistance, as needed, through the West Hollywood Sheriff's Station EOC or their Watch Commander.
- Coordinate security in the affected areas to protect public and private property.
- Coordinate security for critical facilities and resources.

- Coordinate with the Public Works Branch for street closures and board up of buildings.
- Coordinate police and crowd control services at mass care and evacuation centers.
- Provide information to the PIO on matters relative to public safety.
- Ensure that detained inmates are protected from potential hazards. Ensure adequate security, and relocate if necessary.
- Consider vehicle security and parking issues at incident facilities and coordinate security if necessary.
- Develop conditions and procedures for safe re-entry into evacuated areas.
- Ensure the security of the EOC. Maintain oversight of EOC Security Officer(s).

Coroner

- Consider activation of the Coroner's Mass Casualty Trailer located in Police Department ground level Sally Port or alternate location at the City Vehicle Maintenance Shop.
- Ensure that Coroner notification has been made to the Los Angeles County Operational Area, via the West Hollywood Sheriff's Station EOC or their Watch Commander. Determine the expected time of arrival.
- Establish and maintain contact with the County Coroner to advise of condition and needs. Return control of function as soon as possible to that office.
- Establish temporary morgue facilities, if required.
- Coordinate with local morticians for assistance.
- Coordinate with the Supply and Procurement and Transportation Units of the Logistics Section to arrange for cold storage locations and transportation for temporary body storage.
- Coordinate with the Supply and Procurement Unit for procurement of body bags, tags, gloves, masks, stretchers and other support items.
- Coordinate with the branches of Building Safety, Fire, and Public Works on removal procedures for bodies within unstable or hazardous structures.
- Advise all personnel involved in body recovery operations of the specific documentation requirements. Refer to supplemental documents in **Part Two, Operations Support Documentation, Police: Coroner**.
- Monitor assigned personnel and volunteers for stress, morale or psychological problems related to body recovery operations.
- Consider changing shifts at 6 hours if involved in body recovery.
- Arrange for Critical Incident Stress Debriefing for all personnel involved in coroner operations through the Personnel Branch of the Logistics Section.
- Maintain a list of known dead. Maintain a log of body recovery operations to be provided to the County Coroner as requested or upon conclusion of the emergency.
- Provide assistance to the County Coroner in the identification of remains if requested.
- Notify next of kin as advised by the Coroner.
- Provide data on casualty counts to the Los Angeles County Operational Area via the West Hollywood Sheriff's Station EOC or their Watch Commander.
- In a hazardous materials incident, determine if special body handling procedures will be required to avoid contamination.
- Be prepared to relocate morgue facilities if they are located in flood-prone or dam inundation areas.
- Maintain contact with established field Incident Command Post, DOC and the dispatch center to coordinate resources and response personnel.

- Direct field units to report pertinent information (casualties, damage observations, evacuation status, radiation levels, chemical exposures, etc.) to the appropriate EOC Operations Branch.

Additional Actions in Response to Hazardous Materials Incidents

- Ensure that all personnel remain upwind or upstream of the incident site. This may require repositioning of personnel and equipment as conditions change.
- Notify appropriate local, state, and federal hazard response agencies.
- Consider wind direction and other weather conditions. Contact the Situation Status Unit and Demobilization Unit of the Planning/Intelligence Section for updates.
- Assist with the needs at the Unified Command Post as requested. Coordinate with Fire Department as appropriate.
- Assist in efforts to identify spilled substances, including locating papers and placards, and contact as required: County Health, CalOES, shipper, manufacturer, CHEMTREC, etc.

Additional Actions in Response to a Major Air Crash

- Notify the Federal Aviation Agency and National Transportation Safety Board. (**See Part Three, Miscellaneous: National Transportation Safety Board, Federal Family Assistance Plan**)
- Secure crash site and do not move/disturb debris field, except to rescue survivors.
- Deny all access and photos of military aircraft; that includes the Press.
- Remember that the crash site is a HAZMAT scene.
- Request temporary flight restrictions.
- Work with Federal Agencies, e.g. FBI and National Transportation Board. (**See Part Two, Operations Support Documentations: National Transportation Board, Federal Family Assistance Plan**)
- Request support from Los Angeles Police Department Air Support Division/Los Angeles County AFRD Bureau.

Additional Actions in Response to Flooding and/or Dam Failure

- Notify all units in and near inundation areas of flood arrival time.
- Direct mobile units to warn public to move to higher ground immediately. Continue warning as long as needed.
- Coordinate with PIO to notify radio stations to broadcast warnings.

OPERATIONS

CARE AND SHELTER BRANCH

SUPERVISOR: Operations Section Chief

BRANCH OVERVIEW:

The Care and Shelter Branch is responsible for opening and operating evacuation centers and mass care facilities in the City until, and if, the American Red Cross assumes responsibility; coordinating efforts with the American Red Cross and other volunteer agencies; and supporting the Personnel Unit in the care and sheltering of employees and their families. Once the American Red Cross has assumed responsibility for shelter operations, the Care and Shelter Branch will work closely with and support the Red Cross and any other volunteer service agencies providing assistance to disaster victims.

The Los Angeles County Department of Public Social Services has the Operational Area responsibility for Care and Shelter. If the disaster is large enough, the affected American Red Cross chapter(s) may consolidate operations into a disaster operations headquarters at a site to be determined. The City of Beverly Hills is within the jurisdiction of the American Red Cross Los Angeles Region:

American Red Cross Los Angeles Region
11355 Ohio Ave
Los Angeles, CA 90025
(310) 445-9900

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

BRANCH OPERATIONAL DUTIES:

- Identify the care and shelter needs of the community, in coordination with the other Operations Section branches.
- If need is established, contact the American Red Cross Los Angeles Region and request a liaison for the City EOC. (The Red Cross will arrange for a liaison at the Operational Area EOC that may satisfy the City's needs.)
- Determine the need for an evacuation center or mass care shelter. Contact the American Red Cross when considering opening such a facility.
- Identify and prioritize which designated mass care facilities will be needed and if they are functional.
- Ensure that Building & Safety has inspected each shelter site prior to occupancy following an earthquake and after each significant aftershock.

- If evacuation is ordered, in conjunction with the American Red Cross (if available), open evacuation centers in low risk areas and inform public of locations.
- In conjunction with the American Red Cross, manage care and shelter activities (staffing, registration, shelter, feeding, pertinent evacuee information, etc.) **(See Part Two, Operations Support Documentation: Care and Shelter)**
- In conjunction with the American Red Cross, ensure shelter management teams are organized and facilities are ready for occupancy, meeting all health, safety and ADA standards.
- Coordinate with the Personnel Branch of the Logistics Section to contact volunteers and recall city staff to assist with mass care functions including basic first aid, shelter and feeding of evacuees and sanitation needs.
- Coordinate with the Los Angeles County Operational Area Care and Shelter and Medical Health Branch for sheltering of residential care and special-needs populations.
- Provide and maintain shelter and feeding areas that are free from contamination and meet all health, safety and ADA standards.
- Coordinate with the American Red Cross, the Los Angeles County Operational Area Care and Shelter Branch, and other volunteer agencies as needed for assistance with emergency mass feeding operations.
- Notify the Post Office to divert incoming mail to designated relocation areas or mass care facilities, as necessary.
- Coordinate with Building and Safety Branch for the care of animals including sheltering.
- Coordinate with the Transportation Branch of the Logistics Section for the transportation needs of shelterees.
- Ensure shelter managers make periodic activity reports to the EOC including requests for delivery of equipment and supplies, any city expenditures, damages, casualties and numbers and types of persons sheltered. The Operations Section will determine the reporting period. **(See Part Two, Operations: Care and Shelter.)**
- In the event of further hazardous conditions near mass-care facilities, coordinate the evacuation and relocation, or shelter-in-place, of such facilities.
- Request that the American Red Cross establish Reception Center as required to reunite rescued individuals with their families and to provide other necessary support services.
- Via the PIO, encourage residents to go to the shelter nearest to their residence.
- Support the Personnel Unit in the care and sheltering of employees and their families.

Potential Shelter Facilities

Potential shelter facilities should:

- Be pre-identified as potential sites with Site Surveys completed. **(See Part Two, Operations Support Documentation: Care and Shelter/Site Survey)**
- In conjunction with the American Red Cross, have procedures for the following inspections and access, both during regular and after hour use, before a shelter is established.
 - structural safety inspection arranged with Community Development Building and Safety.
 - OSHA safety inspection for safety of shelter users and workers
 - Facility Walk-Through Survey
- Examples of suitable potential shelter sites:
 - city-owned facilities: La Cienega and Roxbury Parks

- churches and other privately owned facilities
 - school multi-purpose buildings and gymnasiums
- Care and Shelter Branch should coordinate with the American Red Cross in identifying potential sites. Potential shelters should have the following and meet all Americans with Disabilities Act (ADA) requirements:
 - an open space suitable for cots, tables, etc
 - sanitation and hygiene facilities, as available
 - Is able to be used ball persons including those with access and functional needs by following ADA requirements.

See Part Two, Operations Support Documentation: Care and Shelter for City of Beverly Hills pre-identified shelter sites.

Depending upon the scope of the emergency, additional shelter sites may need to be obtained and/or existing shelters upgraded. All suitable buildings, other than those used for other emergency functions, may be used for sheltering.

Recreation and Parks centers and other city-owned facilities are the most preferred facilities for shelter operations as they are public facilities and can usually accommodate large numbers of people. Churches are also appropriate as they are often large and have kitchen facilities on the premises. Because it is important that a community return to normal activities as soon after a disaster as possible, schools should be used in shelter operations only when other resources are unavailable.

See Part Two, Operations Support Documentation: Care and Shelter for legislation regarding use of buildings as shelters.

OPERATIONS

PUBLIC WORKS BRANCH

SUPERVISOR: Operations Section Chief

BRANCH OVERVIEW:

The Public Works Branch is responsible for coordinating all Public Works operations, including: maintaining public facilities and vehicles, maintaining streets and streetlights, debris removal, water supply and distribution, waste and storm water, parking structures, surviving utilities and services, and restoring (or working with the appropriate utility company to restore) utilities that have been damaged or destroyed, as applicable.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

BRANCH OPERATIONAL DUTIES:

Public Works Branch operational duties are divided into the following categories: Field Resource Management, Facility Management, Engineering and Vehicles, Debris Removal, and Water, Sanitation, and Stormwater.

Field Resource Management

- Receive and process all field requests for Public Works resources. Coordinate acquisition with the Logistics Section, utilizing the mutual aid process when appropriate.
- Communicate your needs for the following resources to the appropriate EOC positions:
 - Equipment, material and supplies – Logistics: Supply/Procurement Unit
 - Personnel – Logistics: Personnel Unit
 - Transportation – Logistics: Transportation Unit, other departments as applicable
 - IT and communications – Logistics: Information Technology Branch
 - Security – Operations: Police Branch
- Prioritize the allocation of resources to individual incidents. Monitor resource assignments. Make adjustments to assignments based on requirements.
- Ascertain location of all key Public Works Department personnel. Ensure they have completed status checks on equipment, facilities and operational capabilities.
- Close the entrance to 221 North Crescent until inspected for structural integrity and exhaust fans are fully operational. Without fans, there is a potential for carbon monoxide poisoning of occupants. Police support would be needed to maintain closure.
- Assure that all emergency equipment has been moved from unsafe areas.
- Determine the need for and location of general staging areas for unassigned resources.

- Mobilize personnel, heavy equipment and vehicles to designated general staging areas.
- In coordination with the Los Angeles County Department of Public Works, determine status of the Disaster Routes and other transportation routes into and within the affected area. Determine present priorities and estimated times for restoration. Clear and reopen Disaster Routes on a priority basis.
- Coordinate with the Police Branch to ensure the safety and availability of evacuation routes.

Facility Management

- Establish, set up, account for, and maintain facilities used in support of disaster operations, including buildings, vehicles, and other city assets.
- Upon direction from the Personnel Unit, provide facilities for sheltering essential workers, and volunteers.
- Coordinate the management and support of the EOC facility, as well as other facilities and sites used for emergency operations.
- Coordinate with EOC branches/groups/units for support required for City facilities and vehicles.
- Maintain back-up power in the EOC and other City facilities.
- Coordinate with utility companies for restoration of services to critical facilities.
- Coordinate with Finance Administration Section and the Department of Project Administration on any claims or fiscal matters relating to facility operations and damage.
- Coordinate the response to damage related to City owned tenant occupied properties.
- Ensure that adequate facilities are provided for the response effort, including securing access to the facility and providing staff, furniture, supplies, and materials necessary to configure the facility in a manner adequate to accomplish the mission.
- Maintain information in the Unit regarding facilities opened and operating, supplies and equipment at the various locations, specific operations and capabilities of each location.
- As the requirement for emergency use facilities is identified, coordinate the acquisition of required space.
- In coordination with the Operations Chief, provide support to facilities used for disaster response and recovery operations, i.e., staging areas, shelters, disaster application centers (DACs), etc.
- Ensure that operational capabilities are maintained at facilities.
- Ensure that basic sanitation and health needs are met at all facilities.
- Coordinate water resources for consumption, sanitation and firefighting at all facilities.
- Ensure that access and other related assistance for residential care and special needs persons are provided in facilities.

Engineering and Vehicles

- Evaluate city reservoirs. Report problems to the Building & Safety Branch immediately.
- Inspect Rexford/Civic Center for safety and clear for staff parking.
- Inspect all other parking structures for safety. Report problems to the Building & Safety Branch immediately.
- Ensure all City vehicles are in working order.
- Provide back-up inspectors to the Building & Safety Branch.

Debris Removal

- Clear debris from appropriate areas. Drain flooded areas as needed.
- Support all cleanup and recovery operations.
- Develop a debris removal plan to facilitate city clean-up operations, which addresses:
 - Disaster Event Analysis and Waste Characterization Analysis:
 - conduct field assessment survey
 - use video and photographs
 - quantify and document amounts and types of disaster debris
 - coordinate with Building and Safety Branch and track their information on damaged buildings inspected to determine the location, type and amount of potential debris
 - expect normal refuse volumes to double after a disaster
 - develop a list of materials to be diverted
 - make diversion programs a priority
 - get pre-approval from FEMA, if federal disaster, for recycling programs. coordinate this with County Office of Emergency Services (OES)
 - Evaluation of needs for debris removal, building deconstruction and demolition:
 - coordinate with Building and Safety to determine if a city contractor will be needed to remove debris from private property or perform demolition services.
 - Building and Safety should seek reimbursement if property owner does have to coordinate with Building and Safety to include separation and salvaging
 - Selection of debris management program(s) from the following:
 - curbside collection - source separation of wood, concrete, brick, metals and Household Hazardous Waste
 - drop-off sites for the source separation of disaster debris
 - Household Hazardous Waste - collection event or curbside program
 - Identification of temporary storage and processing sites, if necessary:
 - Coordinate with surrounding cities and the County
 - Determine capacity needs
 - Selection of sites will depend on type of debris and proximity to where debris is generated.
 - Coordinate with FEMA regarding reimbursement for temporary sites and sorting which may require moving materials twice. Coordinate this activity through County OES.
 - Identification of and cooperation with landfills. Consider fee waivers, modification of landfill operating hours and public concerns
 - Cooperation with various waste management regulatory agencies
 - Evaluation of potential recycling of debris
- Determine contract needs
 - Develop estimates of types and quantities of debris, location of debris and unit cost data for contracts
 - Document how contract price was developed
- Establish a public information program for debris removal. Prepare report of program activities, results, and documentation for reimbursement

Water, Sanitation, and Stormwater

- Evaluate and prioritize potable water needs (quantity/location/duration: minimum 2 gallons per person per day).
- Provide for the procurement and distribution of potable water supplies and coordinate with the Health Branch, if established, on water purification notices. **(See Part Two, Operations Support Documentation, Water Distribution)**. Coordinate mutual aid requests as necessary.
- Identify and secure locations for water distribution (e.g., parks, city hall, shelters, etc.).
- Ensure that water sources and sanitary sewage systems are protected from potential hazards. **(See Part Two, Operation Support Documentation, Water Distribution)**
- In coordination with the Logistics Section, identify and secure staff resources needed to operate water distribution points. (If necessary recommend that the Director of Emergency Services (EOC Director) request mutual aid to obtain required staff resources.)
- Determine the need to staff a water task group and secure resources through the Logistics Section. **(See Part Two, Operations Support Documentation, Water Distribution)**
- Contact DHS District Office of Drinking Water, local health department, local water utilities, Public Works, Fire Department, Police Department and other sources to compile situation information including:
 - cause and extent of water system damage
 - estimated duration of system outage
 - geographical area affected
 - population affected
 - actions taken to restore system
 - resources needed to reactivate system
 - emergency potable water needs (quantity and prioritized areas)
- Notify the Los Angeles County Operational Area EOC (OAEOC) of the situation and need for mutual aid and participate in OAEOC Water Chief conference calls as requested.
- Consult with DHS District Office, water utilities and PIO for appropriate public information announcements and media interface.
- Transmit to Finance/Administration Section data on costs incurred in EOC effort to purchase and distribute potable water.

Please note: Going directly to the State water agency (DHS District Office of Drinking Water) is not the normal channel of coordination. However, the local level must coordinate directly with and obtain approval of the State water quality agency for water system restoration.

OPERATIONS

BUILDING AND SAFETY BRANCH

SUPERVISOR: Operations Section Chief

BRANCH OVERVIEW:

The Building and Safety Branch is responsible for the evaluation and damage assessment of all city-owned and private structures that may have been damaged in an incident. The Building Official in the City of Beverly Hills is the ultimate authority in determining whether or not a building is inhabitable or safely accessible, and those orders will be enforced by the Police Department.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

BRANCH OPERATIONAL DUTIES:

- Begin immediate inspections for re-occupancy of key city facilities.
- Provide engineering support as requested for other Operations Section branches and teams (e.g. Urban Search and Rescue teams).
- Coordinate investigation and safety assessment of damage to buildings, structures and property within the City. Alert and stage safety assessment teams as needed.
- Use a three-phase approach to inspection based upon existing of disaster intelligence:
 - General Area Survey of structures
 - ATC-20 Rapid Inspection
 - ATC-20 Detailed Inspection
- Inspect and identify buildings and property for re-occupancy.
- Identify life-threatening and other hazardous conditions for immediate abatement. Assess the need to require potentially unsafe structures to be vacated.
- Implement procedures for posting of building occupancy safety status using ATC-20 guidelines.
- Determine the cost and percentage of damage to all buildings, structures and properties.
- Be prepared to start inspections over in the event of aftershocks.
- Provide safety assessment information and statistics to the Planning and Intelligence Section.

- Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Planning/Intelligence Section through the Operations Section.
- Coordinate investigation of building code performance. Determine the extent of damage to buildings and structures and develop recommendations for building code changes.
- Impose emergency building regulations as determined from performance of structures.
- Provide inspections of each shelter site prior to occupancy.
- Request through the Personnel Unit any additional staff resources needed.
- Activate the Operational Area Safety/Damage Assessment Plan, to include inspection of critical facilities first.
- After completion of the safety/damage survey, develop a preliminary estimate of the need for mutual aid assistance.
- Activate data tracking system to document and report safety assessment information and forward to the Damage Assessment Unit of the Planning/Intelligence Section.
- Arrange for necessary communications equipment from the Information Technology Branch of the Logistics Section and distribute to all field personnel.
- Brief all personnel on Department Emergency Operating Procedures and assignments.
- Provide structural evaluation of mass care and shelter facilities to the Shelter Branch.
- Provide public school inspection reports to the state Architect. **This must be discussed with the Director of Emergency Services (EOC Director).** The City inspects and lists all schools as shelters to ensure that the schools have a preliminary inspection done early.
- Consider establishing an area field site to direct and coordinate safety assessment and inspection teams.
- Coordinate with the Public Works Branch on immediate post-event issues (debris removal, demolition, fences, etc.).
- Provide policy recommendations on the following to the Director of Emergency Services (EOC Director):
 - emergency Building and Safety ordinances
 - expediting plan checking and permit issuance on damaged buildings
- Consider using 24-hour inspection call-in lines to take damage reports and requests for safety inspections.
- Direct field personnel to advise property owners and tenants that multiple inspections of damage property will be required by various assisting agencies, including the American Red Cross, FEMA, CalOES, local Building and Safety, insurance carriers, and other local, state and federal agencies.
- If needed, request police escort of safety assessment and inspection personnel.